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## BACKGROUND

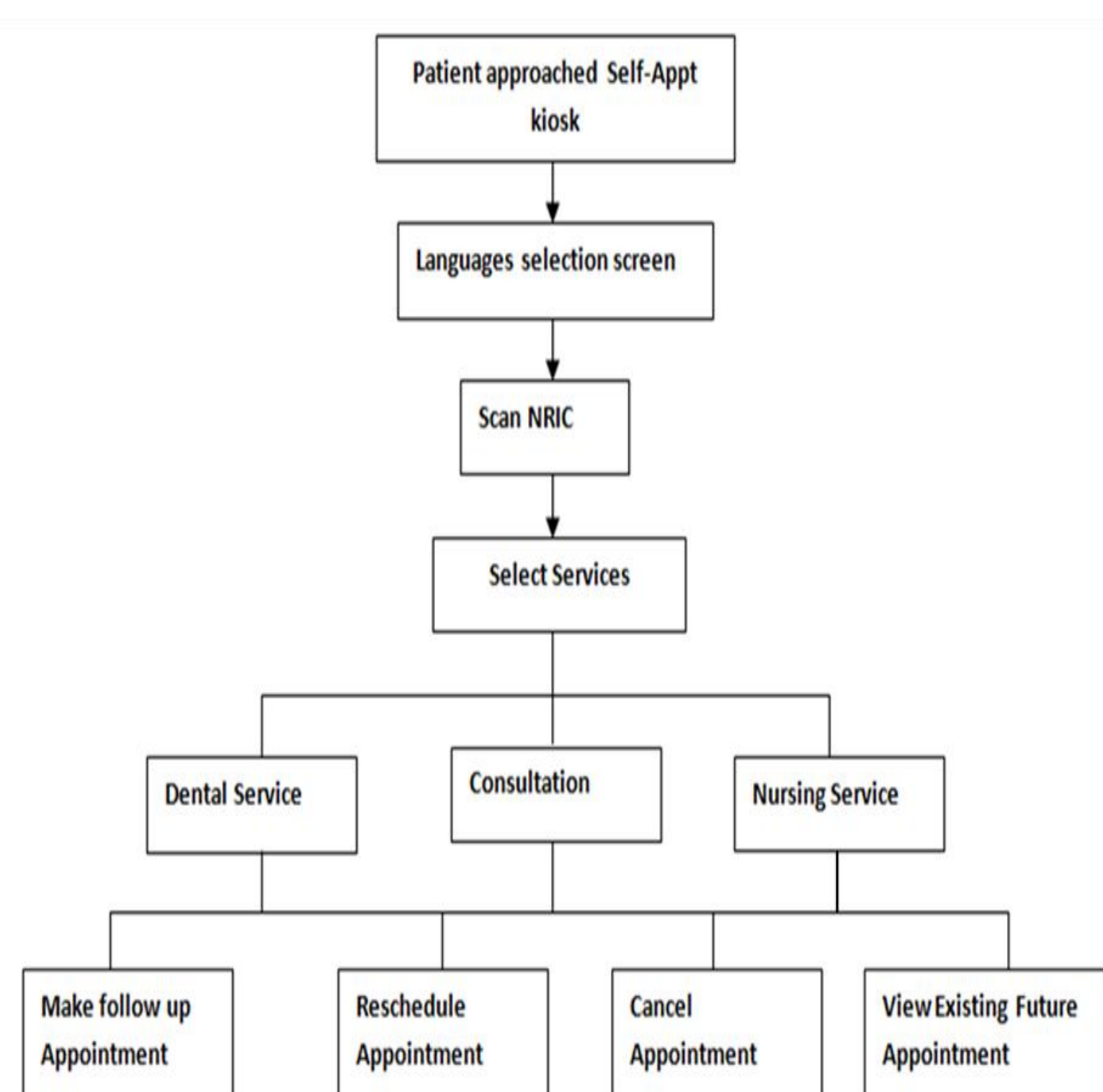
Traditionally, patients could only book follow up appointments at appointment counters in the polyclinics. The objective of this project is to provide a convenient and efficient alternative for existing SingHealth Polyclinics (SHP) patients to book, reschedule or cancel their appointments, resulting in reduced waiting time at the appointment counters.

## AIM

- To provide patient self-service access to appointment booking, rescheduling and cancellation.
- To reduce staff workload at the appointment counter .
- To reduce patient's waiting time at the appointment counter.
- Improve patient experience.

## METHODOLOGY

An operations project workgroup was formed to drive this project with National Computer System OAS program development team. The appointment management process was analysed and the workgroup developed a process flow for Self-Appointment Module.



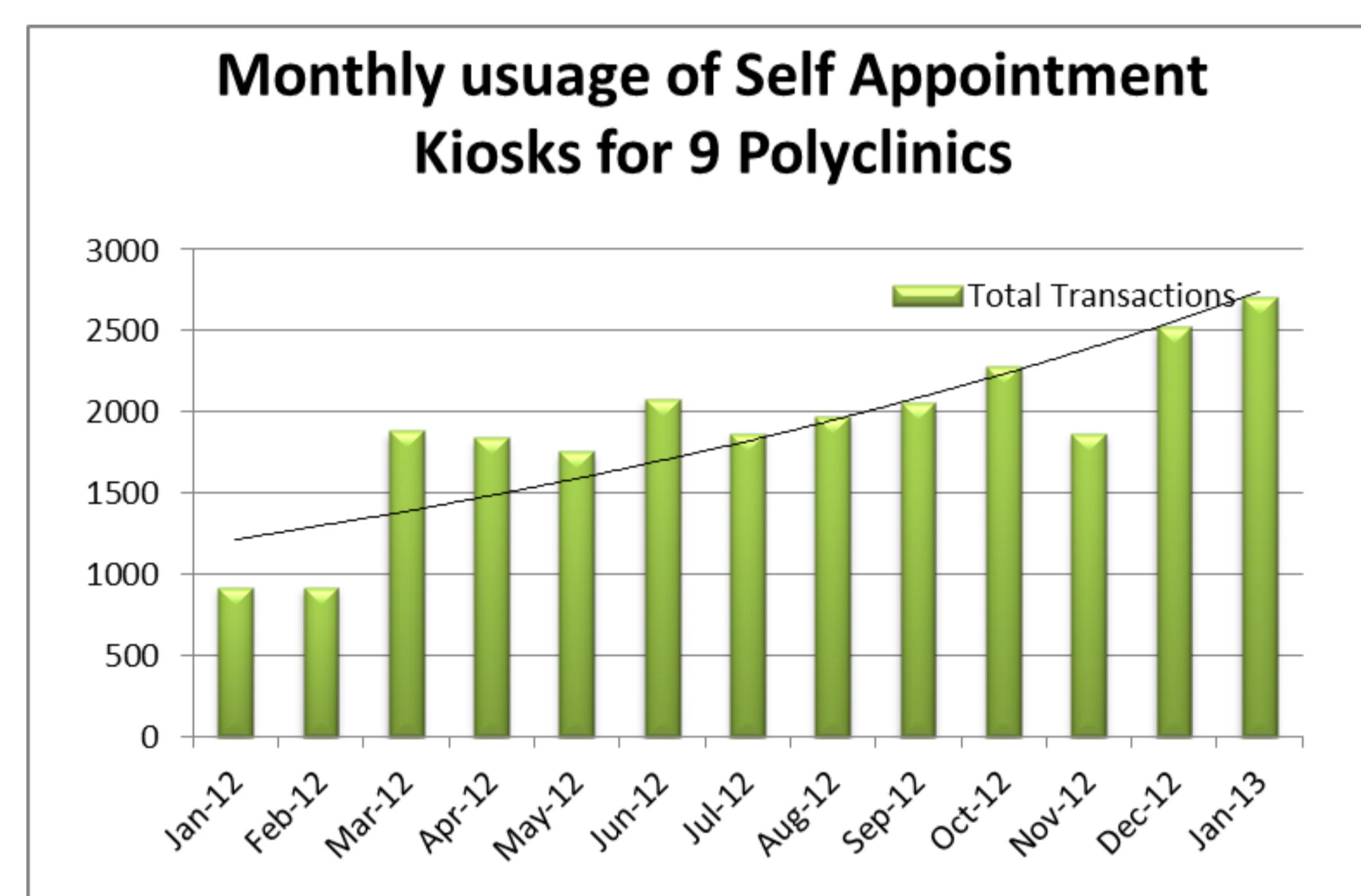
Functionality requirements include:

- 4 language Self-Appointment screen flow
- Easy to use function for appointment booking, rescheduling and cancellation
- SMS reminder service
- A Confirmation slip issued upon successful completion of appointment process
- Two operations reports –usage level report and audit report

The first kiosk prototype in English was piloted at Bedok Polyclinic in Nov 2011. The kiosk was fully implemented in all 9 SingHealth Polyclinics by Jan 2012. A post implementation survey showed that 75% of patients surveyed found the kiosk easy to use.

## RESULTS

The Self-Appointment Kiosk was the first patient appointment booking kiosk in the healthcare industry. One year after implementation, usage level had increased from 922 appointment transactions in Jan 2012 to 2,716 in Jan 2013. A total of 423 man hours (10 minutes per patient transaction) or 47 man hours per clinic were saved monthly.



Benefits:

- Reduce waiting time for patients at the appointment counter.
- Shorter transaction time required for appointment booking, rescheduling and cancellation. A kiosk transactions averages about 3 minutes as compared to counter booking about 10-15 minutes.
- Expands service capacity with kiosks in clinics especially those with space constraints versus building more service counters.
- Improved patient experience. Patients can now make and choose their preferred appointment slots. Potentially may reduce defaulter rate.

## SUSTAINABILITY AND SPREAD

The workgroup is constantly looking into simplifying the kiosk screen workflow and to make it even more user friendly. The Self-Appointment screen flows are now available in 4 languages to cater for various language proficiency (Enhancements in July 2013). The workgroup are working on promoting the use of this self service kiosk at SingHealth Polyclinics.

## CONCLUSION

Appointment Kiosk improves patient experience and generates cost savings to SHP. A well designed self service kiosk allows SHP to partner with patients to achieve an efficient and effective outcome.